3-1-1 REPORT

Briefing to Consolidation of Services Study Commission
• Background and Brief History
• Customer Service Process Models
• 3-1-1 Mission
• Pilot Project Overview
• Orange County 3-1-1 Implementation
• Challenges & Considerations for the future
3-1-1 BRIEF HISTORY

• FCC Created New 3-1-1 Code in 1997

• Non-emergency police and other governmental services

• Improve the effectiveness of 911 emergency services
FCC INTENT

- 211 – community information and referral
- 311 – non-emergency public safety & other government services
- 411 – local directory assistance
- 511 – traffic and transportation information
- 611 – local exchange carrier repair service
- 711 – telecommunications relay service
- 811 – local exchange carrier business office
- 911 – emergency
PRESENTATION OUTLINE

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CITIZEN SERVICE TRIAGE

Transaction Complexity

Transaction Volume

- Expert
- Specialist
- Generalist
- Automate
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3-1-1 MISSION

- Improved Access to Local Government
  - Extended Contact Hours and Days
  - Convenient Number
- Reduce Non-Emergency Calls to 9-1-1
- Scope of Service
  - Requests and Referrals for Service
  - Complaint Tracking
- Quality Customer Service
  - Quick Contact
  - Accurate Information
  - Courteous Experience
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3-1-1 PILOT PROJECT

- Meetings for all jurisdictions 2000 thru 2002
- Assess other 3-1-1 systems in 2001
- Approved by BCC in May of 2003
- Received COPS grant for multi-jurisdictional model of 3-1-1 system
- Contracted with Technology Research & Consulting, Inc. to evaluate concept
• 9-1-1 Staff
• 2-1-1 Representative
• All PSAP Managers
• CAL Supervisor
• Vendor Representatives
• OCSO Staff (grant managers)
• UCF Project Liaison-grant
• OC Purchasing
• OC Information Systems and Services
3-1-1 PROJECT REVIEW

- Provides citizens an option that is easier to remember, easier to dial, faster and quicker than ten-digit alternatives
- Efficiencies in local government through contact center consolidation and service re-engineering
WAYS TO DEPLOY 3-1-1

• Non-Emergency Public Safety option
  • Reduce 911 calls but increases non-emergency calls to call center
  • Improves public safety response
• Government Services option
  • One stop shopping
  • Improves accountability
  • Improves workflow
  • Includes non-emergency public safety calls
Information Requested

- Will schools close?
- Where are the Special needs shelters?
- Do you have information on hurricane Wilma?
- How to get sandbags?
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3-1-1 system is available seven days a week from 7 a.m. to 11 p.m.

e-mail: 311@ocfl.net.
CURRENT 3-1-1 CONFIGURATION

Traffic Engineering
Roads and Drainage

Orange County
Sheriff’s Office

Orange County
Fire Rescue

Animal Services

Belle Isle
Edgewood
Oakland
Windermere

Code Enforcement
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CHALLENGES

- Call Routing Technology
- Knowledge of Service Provider
- Software and Hardware Compatibility
  - Internal and External
- Work Flow Processes
- Governance
CHALLENGES

- Administration
- Cost Sharing
- Opportunity for Streamlining Processes
- Education of Citizens
- Funding
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